

## CRYSTAL TERRACE

### HOUSE RULES

The Management of **Crystal Terrace** strives to build up an excellent reputation for the complex, based upon respect amongst all tenants.

It is imperative to enforce rules where a number of people live in close proximity in communal areas. In this way, chaotic conditions of disorder are prevented. The purpose of the Rules is not to negate any freedom of an individual; they are there to ensure that all residents of **Crystal Terrace** are able to enjoy their stay and to ensure that any inconvenience or problem, is not contended by one person due to the irresponsibility or lack of discipline on the part of another.

**Disregard of any rules of Crystal Terrace will result in a First and Final Written Warning, Where after you risk the Termination of your Lease Agreement.**

#### 1. TENANTS

- a. All rules shall apply to all tenants and any persons who have obtained authority to reside on the premises.
- b. Please submit Inspection Reports within a week of occupation.
- c. **Rent and other payments should reflect in the bank account of the landlord STRICTLY before or on the 1<sup>st</sup> of every month.**  
A Late Payment Penalty of R150 will be payable for late payments.
- d. The Landlord should be aware of all Rental payments made by using the correct reference.  
Correct reference is CT (your unit nr) only.  
An Incorrect Reference Penalty of R50 will be charged to your rental account for all payments made using the incorrect reference.

#### 2. VISITORS

- a. All the rules shall apply to all guests/visitors of a tenant, as well as any person entering the premises of **Crystal Terrace**.
- b. Every tenant will be fully responsible for his/her guests/visitors and will ensure that they are familiar with and adhere to all the rules.
- c. Please respect the Caretaker and the Security at all times.

#### 3. PARKING/VEHICLES

- a. No more than 2 vehicles permitted per family/unit, excluding guests from time to time.
- b. No Parking in front of garages. Please park inside your garage at all times as Communal parking is limited.  
Garage doors to be closed at all times. **No garage to be used for storage only.**
- c. No vehicles may be parked in any part of the common property; this includes the streets in the complex as well as any paved and grassed areas.
- d. Vehicles may only be parked in marked parking bays provided and must not be a hindrance to other residents.
- e. Any damage caused because of unauthorized parking will be for the account of the tenant and no liability is accepted for any damage caused whilst a vehicle is parked in an unauthorized area.

- f. The Owner/Landlord reserves the right to have a vehicle that is parked in an unauthorized area towed away at the cost and risk of the owner of the vehicle.
- g. Vehicles with oil leaks, etc. may not be parked on the common property.
- h. Vehicle repairs must be limited to the minimum; only minor emergency repairs are permitted.
- i. The use of fire hoses for washing cars is illegal and therefore not permitted.
- j. A Parking Penalty or Non-Compliance Penalty of R300 is applicable.
- k. Visitors must be requested by the tenant to park in the visitors parking area.
- l. Tenants who have no choice but to park on unauthorized parking bays due to no parking in Crystal Terrace must send an sms to the caretaker, Rukaya Adams on 083 232 9583. Should your unauthorized parking not be reported, the Parking fine will be applicable.

#### 4. **SPEED LIMIT**

- a. The speed limit in the complex will always be 15km/h and must be adhered to accordingly.
- b. Lower the volume of your car radio when entering the complex and do not hoot, spin tires or rev your engine.
- c. A Speeding Penalty or Non-Compliance Penalty of R200 is applicable.

#### 5. **SILENCE**

- a. Mutual respect between residents is essential as the units are close together. Socializing, music, TV etc. may be enjoyed if the peace and tranquility of your neighbors and the complex is not compromised. Keep your guests to a minimum.  
**This House Rule is very important and will be enforced strictly.**
- b. Tenants are responsible for their guests and visitors, all the rules apply to your visitors as well.
- c. **Disregard of this rule will result in a First and Final Written Warning, where after you Lease Agreement will be terminated.**

#### 6. **CHILDREN**

- a. At all times, parents are responsible for their children's safety and behavior at **Crystal Terrace**. All children should always be disciplined, and reminded to respect others. Continued crying/screaming from children is a noise disturbance and will be strictly addressed. Small children are not to be left unattended. Parents should be aware of their children's whereabouts at all times.
- b. No ball games/bicycles/scooters/skateboards are permitted in the passageways and streets of the complex in traffic hours.
- c. Children are not allowed to play in passageways, on staircases or in the flowerbeds.
- d. **Disregard of this rule will result in a First and Final Written Warning, where after you Lease Agreement will be terminated.**

#### 7. **ALCOHOL**

- a. The use of alcohol is strictly prohibited anywhere on the common property outside your unit at **Crystal Terrace** and should be kept within the *confines of your unit*. **Zero tolerance for disregard of this rule.**
- b. Tenants and their guests/visitors who smoke, are requested to take special care to ensure that there is proper ventilation in their units, and take their neighbours into consideration with regards to smoking close to their windows and/or doors.  
Also, please take care to dispose of cigarette butts, matches, etc in ashtrays and bins, as these are unsightly and regarded as littering.  
A Non-Compliance Penalty of R200 is applicable.

#### 8. **REFUSE**

- a. Each tenant is responsible for his/her own refuse.
- b. All refuse is to be placed in municipal refuse bags and tightly closed and dispose of in the Tshwane bins provided on the grounds. Do not leave refuse by your door.
- c. Please dispose of nappies in additional closed bags inside the black bag to prevent odors.

- d. NO brooms, buckets, mops, etc. to be left outside your unit please and should not be visible from outside the complex.  
A Hygiene Penalty of R200 will be applicable.

**9. BRAAIS / STAIRCASES / COMMUNAL & POOL AREAS**

- a. Passageways and staircases are to be kept clean, no dirt to be swept and left outside your unit.  
The communal area should always be kept clean.  
A Non-Compliance Penalty of R200 will be applicable.
- b. No Braais are allowed at Crystal Terrace as no provision was made for this. You are welcome to make use of the Summerfields Clubhouse should you wish to Braai. A non-Compliance Penalty of R200 will be applicable

**10. DOMESTIC WORKERS**

- a. Tenants are responsible to share the house rules with the domestic workers in the complex.
- b. Tenants who employ domestic workers must ensure that the overall safety and security of **Crystal Terrace** is not compromised.

**11. PESTS / INFESTATIONS**

- a. It is the responsibility of each tenant to prevent any pests/ infestations or the spreading thereof in his/her unit and surrounding areas by always keeping the unit clean.
- b. You are responsible to administer your own pesticide inside your unit regularly.  
A Non-Compliance Penalty of R200 is applicable.

**12. MAINTENANCE OF YOUR UNIT**

- a. Drain Cleaner should be administered regularly to all drain pipes of the unit, including the washing machine outlet, by the tenant for your own cost.
- b. No sanitary ware to be disposed of in the toilet, no food to be washed down the drain.
- c. All interior globes of the unit will be replaced at the expense of the tenant.

**13. PETS**

- a. NO animals, birds or reptiles may be kept in a unit.

**14. LAUNDRY**

- a. Tenants are to make use of the communal washing lines provided to dry their laundry.
- b. No laundry anywhere else outside your unit. Please do not hang any laundry on the rails of the balconies and staircases.
- c. Laundry should not be left on the washing line for more than 2 days.  
No heavy items on the washing lines please.  
A Non-Compliance Penalty of R200 is applicable.

**15. SECURITY GATES**

- a. Tenants wishing to install a security gate may do so at their own expense, written permission should be obtained from the Landlord first before installing any fixtures to the unit.
- b. The gate is a fixture and therefore cannot be removed upon departure.

**16. DSTV**

- a. Each unit is provided with provision for DSTV & PVR.
- b. Permission should be obtained from the Landlord in writing for the installation of any additional services.

## 17. STORAGE MATERIAL

- a. NO dangerous or flammable material may be stored in your unit/storeroom.
- b. At all times, the safety of the neighbors should be considered.  
A Non-Compliance Fine of R200 will be applicable.

## 18. CONDUCTING PRIVATE BUSINESS

- a. You are not allowed to run any kind of business from your unit.
- b. In the event of it being your livelihood, exemption needs to be applied for with the Landlord in writing and approval/rejection will be given, in writing.

## 19. OCCUPANTS OF THE UNIT

- a. Tenants allowed to occupy the unit is stated on the first page of the Lease Agreement.
- b. Inform the landlord immediately if the status of the occupants should change, please provide a copy of the ID and full contact details of all new occupants.

## 20. COMPLAINTS

- a. All general complaints should be communicated to [ilona@valumax.co.za](mailto:ilona@valumax.co.za) in writing please.
- b. Any maintenance problems should be reported to the Maintenance Manager, Jaco Kruger immediately – [maintenance@valumax.co.za](mailto:maintenance@valumax.co.za).

## 21. CARETAKER

- a. The Caretaker will assist with all complaints/problems after hours. It is expected of you to treat him/her with respect at all times. Please be considerate towards his/her privacy, only emergencies after hours.
- b. **PLEASE NOTE – The Caretaker acts upon instruction from the Landlord who insists on reports about tenants who do not adhere to the HOUSE RULES. This is part of the Caretaker's job description, therefore, the Caretaker does not have the intent to victimize any tenant.**

## 22. GENERAL

- a. It is expected of each tenant to keep the unit in the manner in which you initially received it.
- b. Your unit should be kept clean at all times, with special attention to the stove/oven, kitchen, bathroom, carpets.
- c. In order to eliminate any problems with the geyser and hot water supply, **PLEASE DO NOT TO SWITCH OFF THE HEAT PUMP**. This will prevent any inconvenience with the hot water supply, also please ensure that the red light on the control panel is **ALWAYS ON**.

**Failure to comply with any of the Crystal Terrace Terms of Lease or House Rules could lead to the termination of your Lease Agreement.**

Thank you for your co-operation.  
We hope you will enjoy your stay with us!

Kind Regards  
Crystal Terrace Management  
**Tel: (012) 460-1851/2/3**  
Fax: (012) 460-1854

**Administration, Complaints, Payments, Rent Queries, etc: Ilona – [ilona@valumax.co.za](mailto:ilona@valumax.co.za)**  
**Maintenance Queries: Jaco – [maintenance@valumax.co.za](mailto:maintenance@valumax.co.za)**